

Summary Resume – Robert Duffy

Personal Details

Name: Robert Duffy
Address: 3 Killeen Avenue, Malahide, Dublin
Mobile Number: 086 821 0340
Email: rob@robertduffy.ie

Skills Profile

Robert is a highly accomplished and very experienced IT professional with over 34 years of in-depth experience in the following areas: -

- Projects / Programme Management & Transition Management (budgets to €30m)
- Partner Management
- Service Delivery Management & Client / Account Management
- Technology Consulting & IT Service Management Consulting
- Business Development & Strategic Bid Management (budgets to €250m)
- Commercial and Contract Negotiation
- Software Design & Development
- Business Intelligence / Data Warehousing
- Career Management & Mentoring
- IT Operations Management & Team Leading

Robert is a results driven individual with excellent communication and presentation skills, a natural talent for leadership combined with an entrepreneurial spirit which has helped him consistently deliver successful projects, programmes, services, transitions, solutions and sales engagements throughout his career. These are key skills he will bring to any new role.

Currently Robert is engaged as a Senior Projects / Programme Manager for Fujitsu Ireland as part of the Digital Transformation Services team and is interested in exploring new senior management opportunities and roles.

Education

- Agile Project Management (Foundation)
- Prince 2 Project Management (Foundation & Practitioner)
- ITIL V3 Foundation (Green Badge)
- Henley (IMI) Executive Management Diploma
- Fujitsu Macroscope™ Project Management Practitioner
- Numerous technical, management and inter-personal training courses
- Leaving Certificate

Career History (Summary)

Introduction

The information below is presented in summary format for ease of review. A full (detailed) version of this Resume is also available with further details behind each of the roles noted below including key role objectives, responsibilities, deliverables and skills/technologies.

Note on Fujitsu organisation history / names in Ireland

Robert joined DMR Consulting in 2001, which then became Fujitsu Consulting in 2002, Fujitsu Services in 2004 and then Fujitsu (Ireland) since 2009.

March 2016 – Present: Fujitsu (Ireland) - Senior Projects / Programme Manager

- April 2018 – Present: Project/Programme management consulting services provision, Healthcare client, Healthcare sector, Ireland.
- April 2018 – May 2018: Programme Management/Organisational consulting services provision, Houses of the Oireachtas, Government Sector (operational PMO, WRO, Change Management organisation design)
- June 2017 – July 2018: Project Manager, Electricity Supply Board, Energy Supply Sector, IVR Software Upgrade project as part of a wider Contact Centre upgrade programme of work
- December 2016 – October 2017: Programme Manager, Houses of the Oireachtas, Government Sector, ICT Services contract covering Enterprise Architecture, Website redesign / redevelopment, Business Process Mapping and ETL/Data Migration project streams
- March 2017 to July 2017: Project Manager, Multinational manufacturing client (HQ in Ireland), Security Information & Event Management (SIEM) as a Service Implementation
- October 2016 – November 2016: Managed Infrastructure Services Project Manager, Aviareto, Aviation Sector, Managed Infrastructure project initiation
- August 2016 – September 2016: Programme Manager, DEPFA Bank, Financial Services Sector, Application and Infrastructure project streams
- March 2016 – July 2016: Various Strategic Bids – Programme & Project Management Content / Support, Fujitsu (Ireland)

February 2015 – February 2016: Senior Projects / Programme Manager, Brookfield Renewable Energy Group (European Renewable Energy Customer)

July 2014 – February 2015: Project Manager – SMBC Aviation Capital, Aviation Sector, Greenfield Infrastructure Implementation and transition to ongoing managed infrastructure service

April 2013 – June 2014: Partner Manager (for Fujitsu Ireland)

January 2013 – April 2013: Transition Manager for Fujitsu Ireland (Internal strategic project)

January 2011 – January 2013: Transition Manager, Projects / Programme Manager, Service Delivery Manager

Robert delivered a number of roles during this period for various Fujitsu (Ireland) clients as follows:

- **Service Delivery Manager - Health Protection Surveillance Centre (2 Years)**
- **Service Desk Transition Manager – Bord Gais Networks (9 months)**
- **SAP Design Project Manager – Geith Manufacturing Ltd. (3 Months)**

2009 – 2010: Oracle Business Intelligence Programme Manager – An Post, Semi State Sector

2008 – 2009: Project Manager, Service Delivery Manager, Strategic Bid Manager

Robert delivered a number of roles during this period for various Fujitsu (Ireland) clients as follows:

- **Oracle Integrations Project Manager – Doosan Infracore International (6 Months)**
- **Service Delivery Manager – Airtricity (12 Months)**
- **Strategic Bid Management & Business Development (as required for Fujitsu)**

2007 – 2008: Services Director – Offices of the Revenue Commissioners ICT Managed Service provision, Public Sector

2004 – 2007: Fujitsu Services, Associate Director – Solutions Group

2002 – 2004: Fujitsu Consulting, Management Consultant - Business Consulting Group

2001 – 2002: DMR Consulting, Principal Technology Consultant -Technology Consulting Group

1999 – 2001: Guinness / Diageo Ltd. - Integrated Services Manager - Global IS Shared Services

Role Note: 1997 – 1998

During 1997-1998 Robert held two distinct roles for different parts of the Guinness Ltd. organisation in parallel, managing two different teams located in the UK and Ireland as appropriate. The first role was an assignment (Technology Manager) as part of a SAP implementation project team for Guinness Ltd. In Dublin, Ireland. The second role was as Infrastructure Projects Manager for the central IT shared service organisation in the UK. Robert commuted between the UK and Ireland every week for 2 years in order to service both roles.

1997 - 1998: Guinness / Diageo Ltd. - Technology Manager - Integrated Business Programme

1997 - 1998: Guinness / Diageo Ltd. - Infrastructure Projects Manager - Global Service Delivery

1990- 1997: Guinness Ireland Group Ltd.

Robert held a number of technical roles within the Guinness Ireland Group as follows:

- **1994 – 1997 Technology Consultant (Technology Services Group)**
- **1991 – 1994 Technical Support Manager (Guinness IS&T Department)**
- **1990 – 1991 Systems Manager (Guinness IS&T Department)**

1984- 1990: G. C. Mc Keown & Co. Ltd

Robert held a number of roles within this indigenous software development company as follows:

- **1998 – 1990 Systems Specialist**
- **1986 – 1988 Systems Administrator**
- **1984 – 1986 Applications Programmer / Analyst**

Hobbies & Interests

- Open Source Technologies, Web Development Trends and Innovations
- Gaming Technologies and Development Trends
- Cinema & Cinematography
- Reading
- Writing (Fiction, Short Stories, Novels etc.)
- Volunteering (Aged Action, Coder Dojo etc.)
- Travel

References

Available on Request

Contact Information

Robert can be contacted in a variety of ways as follows:-

Website: <http://www.robertduffy.ie>

Email: rob@robertduffy.ie

Online Contact Form: <http://www.robertduffy.ie/contact>

LinkedIn: <http://ie.linkedin.com/in/robertduffy1>

Mobile Phone: +353 86 821 0340

Detailed Resume

A more detailed resume is available in the download section at Robert's personal website

<http://www.robertduffy.ie>